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RILEY BOYLE

v.

LEGACY HEALTH PLAN NO. 504, LEGACY HEALTH, and
PACIFICSOURCE HEALTH PLANS

File Name: disc_rec_PS_003001_2017.11.15_Phone
Call_Boyle.wav

1 JOANIE: Hello, this is Joanie. How
2 can I help you?

3 JOSIE BOYLE: Hi. Um...uh...I need to
4 check my account to see if anybody's um...if
5 somebody specific I guess submitted a claim.

6 JOANIE: Okay. For your insurance or
7 for your flexible spending?

8 JOSIE BOYLE: Insurance.

9 JOANIE: Okay. Perfect. And your
10 name?

11 JOSIE BOYLE: Josie Boyle.

12 JOANIE: And Josie, what's a good call
13 back number for you?

14 JOSIE BOYLE: 971-344-1520.

15 JOANIE: Perfect. And your ID number,
16 please.

17 JOSIE BOYLE: 200498139.

18 JOANIE: All right. And if you
19 wouldn't mind just verifying your address and
20 date of birth.

21 JOSIE BOYLE: 7015 Southeast 16th
22 Street, Portland, Oregon 97202 and 7/24/73.

23 JOANIE: Thank you. And let's see
24 here. All right. So you were looking to see if
25 somebody had submitted a claim?

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1 JOSIE BOYLE: Yes, a specific provider.

2 JOANIE: Okay. And who is the
3 provider?

4 JOSIE BOYLE: Um...well, it's -- gosh,
5 it would be -- my daughter's at treatment and
6 it's New Haven is the place she's at. But I --
7 now I'm -- now that I'm on the phone I'm like oh,
8 I don't it goes by that.

9 JOANIE: Okay.

10 JOSIE BOYLE: It would be lar -- large
11 amounts.

12 JOANIE: Okay. And this is for Riley
13 actually?

14 JOSIE BOYLE: Yeah.

15 JOANIE: Okay. Could you verify
16 Riley's date of birth for me? Are you there? I
17 think your phone's breaking up.

18 JOSIE BOYLE: Oh, no. Let's try again.
19 8/15/2000.

20 JOANIE: Okay. Thank you. Okay, so is
21 it New Vision Wilderness?

22 JOSIE BOYLE: No, that was uh...before.
23 That was outdoor therapy. So this would be --
24 she's at residential treatment, it should be for
25 like \$12,000 or \$18,000 or --

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1 JOANIE: And it would have been from
2 August?

3 JOSIE BOYLE: Yeah. So she's been
4 there since September. Well, she's been there
5 since August, like, 15th till now.

6 JOANIE: I don't have any claims on
7 file like that.

8 JOSIE BOYLE: Okay. I know she has a
9 few medical bills from Utah, but um...that's
10 where she is. It would be some place in Utah.
11 Okay. I think they're not billing insurance
12 correctly. All right. Thank you so much.

13 JOANIE: Real quick. I -- did you -- I
14 just want to ask, do you know if the providers
15 obtained a prior authorization?

16 JOSIE BOYLE: I was told -- I tried
17 calling and getting -- oh, oh, regarding what I'm
18 talking about --

19 JOANIE: Right.

20 JOSIE BOYLE: -- not the medical claim?

21 JOANIE: I'm just concerned because you
22 guys don't have out-of-network benefits.

23 JOSIE BOYLE: Right. Well, she has
24 secondary coverage. And so in order -- and we're
25 divorced, and so in order for um...hi -- my ex-

1 husband's insurance to pick up, your insurance,
2 PacificSource, has to deny a claim --

3 JOANIE: Perfect. Okay.

4 JOSIE BOYLE: -- even -- even -- even
5 though it's going to get denied anyway.

6 JOANIE: Okay. I just wanted to make
7 sure that we were all on the same page, and that
8 you weren't expecting that PacificSource was
9 going to, you know, cover and then --

10 JOSIE BOYLE: No. I went through all
11 that. I tried -- I tried to get coverage.

12 JOANIE: I can --

13 JOSIE BOYLE: I've only talked to one
14 person about this. But I was told that I can't
15 even -- she can't even get primary care in Utah
16 while she's there even though she's there for a
17 year.

18 JOANIE: Not through the plan. It
19 would have to be -- unless it was an urgent or
20 emergent situation.

21 JOSIE BOYLE: Right. Don't you think
22 that's funny that she has to go to an emergency
23 department, which is 10 times the amount of --

24 JOANIE: Well, it has to be like a true
25 emergency, you know, it couldn't be, like, I went

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1 in there for, you know a toothache, or --

2 JOSIE BOYLE: Okay. I can tell you
3 that's not true because she had a UTI when she
4 was in Bend. She was seen in the emergency
5 department and it was a \$1,200 visit.

6 JOANIE: They'll cover Bend.

7 JOSIE BOYLE: Right. Exactly. But she
8 couldn't have gone to a primary care provider.

9 JOANIE: Right.

10 JOSIE BOYLE: She -- you know what I
11 mean? Like, if she gets an earache, she has to
12 go to the ER, which is going to be \$800.

13 JOANIE: Right.

14 JOSIE BOYLE: So, anyway, I was just
15 waxing philosophical. It's just funny because
16 I'm just, like, oh so frustrating. And there's
17 no emergency or travel plans or anything like
18 that?

19 JOANIE: Nope, not -- unfortunately not
20 with this.

21 JOSIE BOYLE: Yeah, Oh, Pacific Source.
22 Alrighty. Thank you so much.

23 JOANIE: Thank you. You're welcome.

24 JOSIE BOYLE: All right. Bye-bye.

25 JOANIE: Bye.

C E R T I F I C A T I O N

I, Sonya Ledanski Hyde, certify that the
foregoing transcript is a true and accurate
record of the proceedings.

Sonya M. Ledanski Hyde

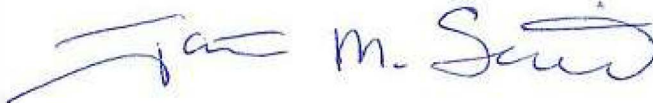
Veritext Legal Solutions
330 Old Country Road
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Date: May 11, 2021

C E R T I F I C A T E

I, Janette M. Schmitt, a Certified Shorthand Reporter for Oregon, do hereby certify that after having listened to an audio recording, that Sonya Ledanski Hyde transcribed all testimony adduced and other oral proceedings had, and that thereafter her notes were reduced to typewriting under her direction; and that the foregoing transcript, pages 1 to 7, both inclusive, constitutes a full, true and accurate record of all such testimony adduced and oral proceedings had, and of the whole thereof.

Witness my hand and CSR stamp at Vancouver, Washington, this 11th day of May, 2021.



JANETTE M. SCHMITT

Certified Shorthand Reporter

Certificate No. 90-0093

Expiration Date: 6/30/2023

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11/15/2017 Phone Call

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